



Policy on access of Unemployed/Special Needs Customers and their Carers Access

The Galleon Centre is a leisure facility for everyone to enjoy. To ensure all sectors of society are able to take advantage of the service on offer various concessionary rates have been implemented. The concessions range from discounts on admissions and activity charges for unemployed and disabled customers to free access for some carers of special needs customers.

Unemployed

On production of a Job Seekers Allowance card the concessionary rate for swimming and admission should apply. No other form of unemployment card should be accepted. The concessionary rate for unemployed is only available from 7am – 3.45pm Monday to Friday.

Customers who are not in possession of a Job Seekers Allowance card but maintain they are unemployed, should be advised to contact employment services and obtain one. It is the responsibility of the individual to prove to us that they are unemployed.

Disability Access

Individuals who are registered as disabled are normally issued with a bus pass, which is red in colour. On production of this pass the concessionary rate should apply for swimming and admission. Carers who are attending with disabled customers should also be offered the concessionary rate.

Group Access

There are a number of special needs clubs who attend the Centre on a regular basis. These clubs should be offered the concessionary rate for swimming. Admission charges for special needs clubs will not apply even although this benefit is normally only applicable to groups of 20 or more.

Disability Living Allowance

Some disabled customers may be on a Disability Living Allowance (see attached). This allowance may be at a high rate or a low rate.

Individuals who are entitled to a high rate Disability Living allowance for help with personal care or for help with getting around will require a carer to be with them at all times. In these instances the carers should be offered free access to the activity and free admission. The customer who is on the Disability living Allowance should be charged the concessionary rate.

Income Support

There are various types of identification available for people claiming Income Support. This must be shown by customers prior to receiving the subsidised rate.

Gym Access for Special Needs/Disabled Customers

Any individual who has special needs and requires assistance will be permitted to have a helper with them. The helper will receive free access and use of the facility when accompanying their service user and only under these circumstances. They will also be allowed to participate in the Authorised User Course free of charge with the special needs individual but will not receive an Authorised User Card. If the helper wishes to use the facility for their own benefit they must pay the appropriate charges for the Authorised User Course and general use.